ensoniq®

# Service Bulletin #2

December 16, 1988

**THIS BULLETIN COVERS:**

- **MOST COMMONLY ASKED QUESTIONS ABOUT THE EPS**
- **MOST COMMON EPS HARDWARE PROBLEMS**
- **CHANGES/FIXES MADE IN EPS OPERATING SYSTEM 1.95 AND 2.2**

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## EPS USER QUESTIONS

The following questions are the most commonly asked by end users. Our Customer Service Representatives (CSR) resolved these situations over the telephone daily. The hardware problems are the most commonly found by our Service Technicians.

**Question**: How do I Mix a Track or a Song?

**CSR**: You must use EPS OS Version 1.95 or higher, as follows:

**Sequences (Tracks)**

1) Set "RECORD MODE" to "ADD"
2) Select the Instrument•Track
3) Press *Edit* then *Track*, scroll left to"MIX"
4) Set mix to the desired value
5) Hold *Record* and press *Play*
6) Let the Sequencer play one bar
7) Press *Stop*
8) Answer *Yes* to "KEEP=OLD - NEW"

**In Song Mode**

1) Chain sequences into a Song.
2) Set "RECORD MODE" to "ADD"
3) Select the Instrument•Track
4) Press *Edit* then *Track*, scroll left to"MIX"
5) Hold *Record* and press *Play*
6) Mix Track through entire Song using the Data Entry Slider or the CV Pedal with PED=VOL
7) Answer *Yes* to "KEEP=OLD - NEW"

**Question**: The EPS will not record a sequence from external sequencer in MULTI mode.

**CSR**: The EPS Sequencer will only record one track at a time. The EPS Sequencer will not record incoming MIDI events when the MIDI IN MODE is set to MULTI Mode. When transferring a sequence into the EPS, record one Track at a time on the EPS Base Channel. Set up each track of the sending device on a different MIDI channel. (*Example: TRACK1=CHAN1; TRACK2=CHAN2; etc.*) For each Track you transfer, first select the appropriate Instrument•Track on the EPS, then set the EPS Base Channel to the channel of the Track you want to transfer.

**Question**: How come the EPS will not let me edit converted Mirage sounds?

**CSR**: WS=1 contains the actual wavesample information for the Lower sound, WS=17 for the Upper. All other wavesamples (30 of them) are copies of WS=1 or WS=17. Therefore, isolate the desired wavesample(s) as follows:

1) Create a new Instrument
2) Create a new Layer in that Instrument
3) Copy desired wavesample into the new Layer
4) Truncate the new wavesample
5) Edit as you wish

**Question**: When appending a track using OS Version 2.2 (or higher), the display may read "TRACKS NOT TRANSFERRED." When listening to the appended version, you realize that the EPS has only transferred some tracks.

**CSR**: There was not enough memory in the EPS to append all tracks. Therefore, only some of the tracks were transferred. Either edit your sounds to free up some memory or select sounds that use fewer blocks.

**Question**: Why do the Roland D110 and D20 crash when played from EPS keyboard?

**CSR**: Turn the key pressure settings to "CHAN" or "OFF" on MIDI and each INSTRUMENT, as follows:

1) Press *Edit*, then *Instrument*
2) Scroll to "PRESSURE MODE=KEY"
3) Change it to "CHANNEL" or "OFF"
4) Press *Edit*, then *MIDI*
5) Scroll to "BASECHANNEL PRESSURE=KEY"
6) Change it to "CHANNEL" or "OFF"

## HARDWARE PROBLEMS

**Problem**: After executing the LOAD command, the EPS locks up.
**Solution**: Use the Communication Test Board to check the keyboard. We usually find this problem is caused by a defective keyboard.

**Problem**: Chronic Disk Drive error messages such as "DATA CORRUPTED," "DISK ERROR," "NOT AN EPS DISK" or "DISK NOT IN DRIVE."
**Solution**: Remove the Disk Drive and check the datecode on the label on the top side of the drive. If the datecode *lower* than 8801, replace the Drive. If the datecode *is* 8801, check the serial number label on the side of the drive. If the datecode is 8801 *and* the serial number is *lower* than 1035801, replace the Drive. (Note: There is a half inch square metal plate that fell out of some of these Drives due to inferior glue. This plate could be loose inside the EPS. Find and remove the plate to prevent it from shorting components.)

**Problem:** Hum or buzz in audio output. EPS crashes randomly.
**Solution**: Check for AC ripple at +5V and +12V on the power supply. The ripple must be less than *50mv*. If the ripple is greater than *50mv* replace the power supply. If the ripple is less than *50mv* replace the main board.

## EPS OPERATING SYSTEM CHANGES

The following problems can be resolved with Operating System Version 1.95 AND 2.2. Remember, updating the EPS is as easy as copying a disk. End users with older Operating System disks should be referred to their local ENSONIQ Dealers for an upgrade. ENSONIQ Dealers have been authorized to copy new Operating Systems for end users who provide their own disk.

### PROBLEMS SOLVED IN OPERATING SYSTEM 1.95

- The EPS no longer crashes (display reads "ERROR 129") when selecting MIDI instruments while sequencer is playing.
- Event editing works more reliably. *Example of a problem: After deleting one note you realize that three notes have been deleted.*
- The Song Position Pointer doesn't always point to desired location.

### PROBLEMS SOLVED IN OPERATING SYSTEM 2.2

- The Sequencer tempo no longer gets erratic when appending more than twice.
- The EPS no longer crashes when selecting Instrument•Track location 8 button while sequencer is playing.
- The Sustain pedal information is now transmitted correctly over all MIDI channels.